

## Minutes from LSO Agency Focus Group Meeting

August 4, 2011 – Claiborne Building Baton Rouge, La.

Attendees: Mary Olexy DOA, Lisa Robinson DOA, Laura Normand DOA, David Kibbe DOA, Debra Kilcrease DOA, Gwen Parker Civil Service, Patrick Lowery Civil Service, Karen Puckett Civil Service, Rosanna Marino Civil Service, Ecoee Rooney LSUHSC, Suzanne Besse DHH, Susan Nichols DOTD, Gordon Smith DOTD, Cindy Twiner DOTD, Tammy LeBlanc DPS, Doris Brinkley, Annette Sharp DEQ, Joni DeVilbiss DEQ, Tom Sands DEQ, Hope Henderson Revenue, Christine Cordova DOA

1. Statewide Qualifications: If there are qualifications common to state agencies should we place these qualifications at a statewide level? What items need to be at a statewide level? How can we collect this information from agencies?

Hope Henderson – will there be a miscellaneous area in SAP LSO to put information? She does not currently have the ability to enter qualifications for participants. Agencies will have to decide what the process is for submitting qualifications to CPTP.

State employees like to see ALL external training on their transcripts, INCLUDING classes that are not required by the state (via conferences, etc.) Coordinators would like the ability to enter this type of information to a transcript. Some employees have a requirement where the employee needs 100 hours of training for DOTD.

Mary Olexy – In phase II of the implementation agencies can discuss who wants to store their information and data in the LSO.

Ecoee Rooney – How easy is the data to extract after we have placed it in the database?

Mary Olexy – Reports can be easily run for a specific qualification type or for all qualifications for all employees in specific personnel (business) areas.

Assigning online training – Courses can be grouped into what is referred to as a Course Program. These programs can be made mandatory at the job level. If 'subscribed' to a program, when the Learner logs into LEO > My Training, they will see the list of courses associated with that program they must take, as well as their status for each (e.g., Booked, Completed, etc.) Agencies asked if based on Job the employee occupies, could the subscription be done automatically by the system.

Mary Olexy said they could look into this. She said they were going to attempt to enroll staff to the correct Supervisory program at Go Live but that agencies would have to review these

subscriptions for accuracy. Since the rules are rather complicated, we don't have a chance at being 100% accurate.

Training Coordinators in agencies who do not allow staff to self-enroll will subscribe employees to instructor-led CPTP classes. Approvals will be obtained procedurally, outside of the system. Employees can take ANY web course they do not need supervisor approval to do so.

Issue for DEQ – Once a year renewal for Bloodborne Pathogens course. Can SAP LSO set up a specific unique qualification for this?

Mary Olexy – Yes, an Agency-specific Blood Borne Pathogens qualification can be created. It would be linked to the same ORM course content that everyone else takes, if that's the course they repeat.

Haz Wopper, Hazardous Materials, Emergency Management courses, Anything from FEMA and OSHA could be potential courses for statewide qualifications.

Mary Olexy – Many FEMA course qualifications already exist at a statewide level. If more are needed, these can be added by OIS staff.

Can SAP LSO link to outside content?

Mary Olexy – Not presently, but the software appears to be capable. We do plan on investigating this in the future, as we agree it is needed.

As qualification catalogs are developed by Mary's team can we share them via the project website?

DHH still uses CEU's.

SAP LSO team needs to figure out how to determine what the statewide qualifications are.

Gwen Action – Put questions on the LSO project site so agencies can forward out for feedback.

Substitutions – DOTD said they sometimes accept as substitutions, courses taken as a part of another agency's training program.

Mary Olexy – These types of substitutions can happen. We need more information and it may require assistance of LaGov Help Desk staff to accomplish. Considering this is likely infrequent, it would be manageable.

Mary Action – Annette from DEQ would like to see the topics that are covered in the catalog. Mary Olexy will download this information to an Excel document to be placed on the project website.

## 2. Reporting

ZP14 – This report is sent to Hope Henderson in revenue every 2 weeks so she can update her LMS.

Suzanne Besse DHH – Uses ZMD sheet to see detailed or regular positions. ZMD sheet is one employee at a time.

Mary Olexy – Question for the group: Can HR become a part of this process? Bottom line is we need to know how LaGov training coordinators are determining what supervisory level training program, an employee must complete (if any). Mary was concerned that a report may need to be designed that includes all information necessary to make this decision, if TC's are relying on this HR now.

Ecoee Rooney – External list as a Supervisory group – Ecoee has an LMS system that generates a welcome email that triggers based on job position – This email contains course curriculum for the new employee as well as dates and specifications for completing training. Once a lesson has been assigned it won't reassign it again to the same person. The entire process is automated.

Mary Olexy – We don't have job history for employees in Non LaGov agencies therefore we can't do 'automatic' program subscriptions, followed up by emails. Not sure what, if anything, could make this possible.

Annette – PE Engineer Training could be a potential statewide qualification.

Mary Olexy – We need to be sure and emphasize in training that storing a Course completion qualification is the same process as storing a qualification to designate a particular Professional Certification or License that an employee has.

## 3. Supervisory Training and Qualifications

Agencies will submit missing people to Karen Puckett and Rosanna Marino. Karen and Rosanna will give credit to those missing people / agencies will not have access to give credit for missing CPTP qualifications.

Courses intended for Supervisors and Non Supervisors / We are going to allow priority to the people that have deadlines to meet – going to look at job title.

Essential bookings – will be an override function that CPTP admin will have. Requests can still be made to CPTP staff to get someone booked, if necessary, even though they don't meet registration requirements.

External people Hobjects – Employees in Non LaGov agencies will have a 2<sup>nd</sup> System ID in order to access CPTP training in LEO. The LaGov system will assign them an 'H' number/User ID.

Ecoee Rooney – would like to merge ID's if this is possible. Mary Olexy said this is not possible.

Gwen Action – Write a template letter for all agencies to send out communication to their staff to inform of changes. The memo should include Names of courses and Quick Reference cards that can guide them. If the agency will not be participating in the employee self registration part of this process at first, they may wish to remove the web course link before sending out the communication. Keep in mind, however, that staff will still need to self-register for web courses, just not instructor-led courses. Gwen Action – put all information on LSO Project site from this meeting

All agencies will be responsible for updating their current training policies.

If a student requires a special accommodation you will STILL NEED to notify CPTP staff to make necessary arrangements.

Mary Olexy reviewed the draft of an Agency Checklist which included information that must exist for LSO to function properly for their employees. A final version of this checklist will be issued at the ALL AGENCIES meeting on September 26. LaGov agencies were encouraged to ask HR staff in their agency to help them run the reports noted on the Checklist while they await their production security. This would allow them to begin getting necessary email addresses added and supervisor relationships added.

Training Coordinator training will occur the first part of November, once the CPTP course listing for January – June 2012 is posted.